



FreemanGroup

COVID-19 Service Solutions

FreemanGroup Standards of Performance Training Session Plans

Task 12: Explaining Policies and Procedures

ASK: What have you noticed what businesses are doing in response to COVID-19 as you return to using their services?

ASK: Are these responses always the same?

ASK: Can these policies and procedures sometimes seem confusing?

SAY: As we all adjust to the new normals and respond to the COVID-19 environment, we need to ensure our guests feel safe. It is important we give our Guest clear, complete information about our COVID-19 policies and procedures.

SAY: This task is titled **Explaining Policies and Procedures** and the end of this session, you'll be prepared to explain COVID-19 policies and procedures to guests, according to our standards.

ASK: What topics are guests likely to have questions about in relation to COVID-19?

ANSWERS

- Provide accurate information on all updated safety policies and procedures.
 - 1) Social Distancing
 - 2) Guest Queuing
 - 3) Guest Congregating
 - 4) Personal Protective Equipment (PPE)
 - 5) Cleaning Protocols
 - 6) Staff Wellness
 - 7) Guest Wellness
 - 8) Food Preparation

STANDARDS

RESTATE: Staff proactively offers information on updated safety policies and procedures.

Example: *"I want to update you on recent adjustments we have made to your dining services..."*

ASK: What information can you share to ensure guests understand that our policies and procedures are accurate and effective?

ANSWERS

- Provide agencies, medical professionals, government agencies, or resources consulted.

STANDARDS

RESTATE: Guests are proactively provided source(s) consulted for policy and procedure updates.

Example: *"In working with _____, we have made modifications to how we clean our preparation areas..."*

ASK: What resource can you provide to guests to give them all the details of policies and procedures?

ANSWERS	STANDARDS
<ul style="list-style-type: none"> ■ Provide printed materials to guests, providing detailed information on: <ol style="list-style-type: none"> 1) Social Distancing 2) Guest Queuing 3) Guest Congregating 4) Personal Protective Equipment (PPE) 5) Cleaning Protocols 6) Staff Wellness 7) Guest Wellness 8) Food Preparation 	<p>RESTATE: Guest are offered printed materials, providing additional information.</p> <p>Example: <i>“Good afternoon. My team and I have been working to make improvements to your experience. Everything is detailed here...”</i></p>

ASK: How should you show appreciation to guests for complying with the policies and procedures?

ASK: What are some examples of how to say this?

ANSWERS	STANDARDS
<ul style="list-style-type: none"> ■ Sincerely thank the guest, for their cooperation and participation in adhering to new polices or procedures 	<p>RESTATE: Guest are thanked for their participation.</p> <p>Example: <i>“Thank you for your participation to help us limit omelet station use to only one guest at a time.”</i></p> <p>Example: <i>“Thank you for your cooperation in maintaining social distancing throughout your stay”</i></p> <p>Example: <i>“It means a lot for your participation in these new guidelines, as we all adapt to these new standards”</i></p>

ASK: How should staff conversations about policies and procedures be conducted?

ASK: What issues should not be discussed with guests or where guests can hear?

ANSWERS	STANDARDS
<ul style="list-style-type: none"> ■ Maintain professional relationship with Staff: <ol style="list-style-type: none"> 1) Conduct all operational conversations with other Staff or Business Partners discreetly and quietly. 2) Refrain from discussing personal or company-related issues within earshot of guests. 3) Refrain from talking about other guests/staff in front of guests 	<p>RESTATE: Staff conduct all operational conversations discreetly and quietly.</p> <p>RESTATE: Personal or company-related issues not discussed within earshot of guests.</p> <p>RESTATE: Staff do not talk about other guests/staff in front of other guests</p> <p>RESTATE: Confidentiality of all guest</p>

information maintained.

SAY: Let's review what we just covered. **Do you have any questions for me on explaining policies and procedures to Guests?**

ROLEPLAY: Select two staff members (*one staff member plays a Guest, the second as a staff member*) to explain one of the following policies and procedures.

- 1) Maintaining Social Distancing
- 2) Guest Queuing
- 3) Use of Personal Protective Equipment (PPE)
- 4) Cleaning Protocols of Public Areas
- 5) Staff Wellness Protocols
- 6) Guest Wellness Protocols
- 7) Food Preparation

ROLEPLAY: Provide feedback to staff.

SAY: I look forward to seeing you ensure our Guests safety in the operation by explaining our updated policies and procedures thoroughly.

Next, we will cover how to **Hold Difficult Conversations.**